

Reporting Measures for the CAHPS® Health Plan Survey 3.0

The CAHPS Health Plan Survey generates two types of results for reporting purposes:

- **Global ratings**, which use a scale of 0 to 10 to measure respondents' assessment of their health plan and the quality of care received in the last 12 months.
- **Composites**, which combine results for closely related items that have been grouped together. Composites are used because they keep the reports comprehensive yet of reasonable length. Also, psychometric analyses indicate that they are reliable and valid measures of member experiences.^{1, 2}

Exhibit 1 lists the questions for each of the global ratings and composites used to report results from the *CAHPS Health Plan Survey 3.0 – Adult Commercial Questionnaire*. These measure respondents' experience with the following:

- Getting needed care (4 questions);
- Getting care quickly (4 questions);
- How well doctors communicate (4 questions);
- Courtesy, respect, and helpfulness of office staff (2 questions); and
- Health plan customer service, information, and paperwork (3 questions).

Exhibit 2 lists the questions for each of the global ratings and composites used to report results from *CAHPS Health Plan Survey 3.0 – Child Commercial Questionnaire*, including the chronic conditions questions that are incorporated into the child questionnaires. These measure respondents' experience with the following:

- Parents' experiences with getting needed care (4 questions);
- Parents' experiences with getting care quickly (5 questions);
- Parents' experiences with how well doctors communicate (5 questions);

¹ McGee J, Kanouse DE, Sofaer S, Hargraves JL, Hoy E, Kleimann S. Making survey results easy to report to consumers: How reporting needs guided survey design in CAHPS®. *Med Care*. 1999 Mar;37(3 Suppl):MS32-40.

² Hargraves JL, Hays RD, Cleary PD. Psychometric properties of the Consumer Assessment of Health Plans Study (CAHPS™) 2.0 adult core survey. *Health Serv Res*. 2003 Dec;38(6 Pt 1):1509-27.

- Parents' experiences with courtesy, respect, and helpfulness of office staff (2 questions);
- Parents' experiences with health plan customer service, information, and paperwork (3 questions);
- Parents' experiences with prescription medicine (1 question);
- Parents' experiences getting specialized services for their children (3 questions);
- Family centered care:
 - Parents' experiences with the child's personal doctor or nurse (3 questions),
 - Parents' experiences with shared decisionmaking (4 questions),
 - Parents' experiences with getting needed information about their child's care (3 questions); and
- Parents' experiences with coordination of their child's care (2 questions).

To identify corresponding questions on different CAHPS questionnaires, review the crosswalk table provided in *Preparing a Questionnaire Using the CAHPS Health Plan Survey 3.0* (Doc. No. 12). Employing these two tables together will allow you to develop equivalent composites for any CAHPS questionnaire.

Exhibit 1: Global Ratings and Reporting Composites for CAHPS Health Plan Survey 3.0 – Adult Commercial Questionnaire*

Adult Questionnaire Composites and Items		Response format
Getting Needed Care		
People's experiences in getting care they need		
Q7	Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?	A big problem, A small problem, Not a problem
Q9	In the last 12 months, how much of a problem, if any, was it to see a specialist that you needed to see?	A big problem, A small problem, Not a problem
Q22	In the last 12 months, how much of a problem, if any, was it to get the care, tests, or treatment you or a doctor believed necessary?	A big problem, A small problem, Not a problem
Q24	In the last 12 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?	A big problem, A small problem, Not a problem
Getting Care Quickly		
People's experiences in getting care without long waits		
Q14	In the last 12 months, when you called during regular office hours, how often did you get the help or advice you needed?	Never, Sometimes, Usually, Always
Q16	In the last 12 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted?	Never, Sometimes, Usually, Always
Q18	In the last 12 months, not counting times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?	Never, Sometimes, Usually, Always
Q25	In the last 12 months, how often were you taken to the exam room within 15 minutes of your appointment?	Never, Sometimes, Usually, Always

*The question numbers included in this exhibit refer to the *Adult Commercial Questionnaire*. To identify corresponding questions on different CAHPS questionnaires, review the crosswalk table in *Preparing a Questionnaire Using the CAHPS Health Plan Survey 3.0* [Doc. No. 12]. Employing these two tables together will allow you to develop equivalent composites for any questionnaire.

Exhibit 1: Global Ratings and Reporting Composites for CAHPS Health Plan Survey 3.0 – Adult Commercial Questionnaire (continued)

Adult Questionnaire Composites and Items		Response format
Doctors and Medical Care		
People's experiences with how well their doctors communicate		
Q28	In the last 12 months, how often did doctors or other health providers listen carefully to you?	Never, Sometimes, Usually, Always
Q29	In the last 12 months, how often did doctors or other health providers explain things in a way you could understand?	Never, Sometimes, Usually, Always
Q30	In the last 12 months, how often did doctors or other health providers show respect for what you had to say?	Never, Sometimes, Usually, Always
Q31	In the last 12 months, how often did doctors or their health providers spend enough time with you?	Never, Sometimes, Usually, Always
People's ratings of their care		
Q32	Using any number from 0 to 10 where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 12 months?	0-10 Scale
Medical Office Staff		
People's experiences with courtesy, respect, and helpfulness of office staff		
Q26	In the last 12 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?	Never, Sometimes, Usually, Always
Q27	In the last 12 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?	Never, Sometimes, Usually, Always
The Health Plan		
People's ratings of their health plan		
Q39	Using any number from 0 to 10 where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?	0-10 Scale

Exhibit 1: Global Ratings and Reporting Composites for CAHPS Health Plan Survey 3.0 – Adult Commercial Questionnaire (continued)

Adult Questionnaire Composites and Items		Response format
The Health Plan (continued)		
People’s experiences with health plan customer service, information, paperwork		
Q34	In the last 12 months, how much of a problem, if any, was it to find or understand this information (in written material or on the Internet)?	A big problem, A small problem, Not a problem
Q36	In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan’s customer service?	A big problem, A small problem, Not a problem
Q38	In the last 12 months, how much of a problem, if any, did you have with paperwork for your health plan?	A big problem, A small problem, Not a problem

Note: The Adult Commercial Questionnaire includes a total of four global rating items, covering the following topics: health care, health plan, personal doctor or nurse, and specialist. Based on research with consumers, the CAHPS Consortium included only the first two ratings in its sample reports. However, plans, providers, and purchasers may be interested in all four ratings.

Exhibit 2: Global Ratings and Reporting Composites for CAHPS Health Plan Survey 3.0 – Child Commercial Questionnaire*

Child Questionnaire Composites and Items		Response format
Getting Needed Care		
Parents' experiences in getting needed care for their children		
Q7	Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?	A big problem, A small problem, Not a problem
Q13	In the last 12 months, how much of a problem, if any, was it to see to a specialist that your child needed to see?	A big problem, A small problem, Not a problem
Q26	In the last 12 months, how much of a problem, if any, was it to get the care, tests, or treatments you or a doctor believed necessary?	A big problem, A small problem, Not a problem
Q28	In the last 12 months, how much of a problem, if any, were delays in health care while you waited for approval from your child's health plan?	A big problem, A small problem, Not a problem
Getting Care Quickly		
Parents' experiences in getting care for their children without long waits		
Q18	In the last 12 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?	Never, Sometimes, Usually, Always
Q20	In the last 12 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted?	Never, Sometimes, Usually, Always
Q22	In the last 12 months, not counting times you needed health care right away, how often did your child get an appointment for health care as soon as you wanted?	Never, Sometimes, Usually, Always
Q29	In the last 12 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?	Never, Sometimes, Usually, Always

*The question numbers included in this exhibit refer to the *Child Commercial Questionnaire*. To identify corresponding questions on different CAHPS questionnaires, review the crosswalk table in *Preparing a Questionnaire Using the CAHPS Health Plan Survey 3.0* [Doc. No. 12]. Employing these two tables together will allow you to develop equivalent composites for any questionnaire.

Exhibit 2: Global Ratings and Reporting Composites for CAHPS Health Plan Survey 3.0 – Child Commercial Questionnaire (continued)

Child Questionnaire Composites and Items		Response format
Doctors and Medical Care		
Parents' experiences with how well their children's doctors communicate		
Q32	In the last 12 months, how often did your child's doctors or other health providers listen carefully to you?	Never, Sometimes, Usually, Always
Q33	In the last 12 months, how often did your child's doctors or other health providers explain things in a way you could understand?	Never, Sometimes, Usually, Always
Q34	In the last 12 months, how often did your child's doctors or other health providers show respect for what you had to say?	Never, Sometimes, Usually, Always
Q36	In the last 12 months, how often did doctors or other health providers explain things in a way your child could understand?	Never, Sometimes, Usually, Always
Q37	In the last 12 months, how often did doctors or other health providers spend enough time with your child?	Never, Sometimes, Usually, Always
Parents' ratings of their children's care		
Q47	Using any number from 0 to 10 where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 12 months?	0-10 Scale
Medical Office Staff		
Parents' experiences with courtesy, respect, and helpfulness of office staff		
Q30	In the last 12 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?	Never, Sometimes, Usually, Always
Q31	In the last 12 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?	Never, Sometimes, Usually, Always
The Health Plan		
Parents' ratings of their children's health plan		
Q68	Using any number from 0 to 10 where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?	0-10 Scale

Exhibit 2: Global Ratings and Reporting Composites for CAHPS Health Plan Survey 3.0 – Child Commercial Questionnaire (continued)

Child Survey Composites and Items		Response format
The Health Plan (continued)		
Parents' experiences with their children's health plan customer service		
Q63	In the last 12 months, how much of a problem, if any, was it to find or understand this information (in written material or on the Internet)?	A big problem, A small problem, Not a problem
Q65	In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?	A big problem, A small problem, Not a problem
Q67	In the last 12 months, how much of a problem, if any, did you have with paperwork for your child's health plan?	A big problem, A small problem, Not a problem
Prescription Medicine		
Parents' experiences with prescription medicine		
Q70	In the last 12 months, how much of a problem, if any, was it to get your child's prescription medicine?	A big problem, A small problem, Not a problem
Specialized Services		
Parents' experiences getting specialized services for their children		
Q52	In the last 12 months, how much of a problem, if any, was it to get special medical equipment for your child?	A big problem, A small problem, Not a problem
Q55	In the last 12 months, how much of a problem, if any, was it to get special therapy for your child (physical, occupational, or speech)?	A big problem, A small problem, Not a problem
Q58	In the last 12 months, how much of a problem, if any, was it to get this treatment or counseling for your child (for an emotional, developmental, or behavioral problem)?	A big problem, A small problem, No problem
Family Centered Care		
Parents' experiences with the child's personal doctor or nurse		
Q8	In the last 12 months, did your child's personal doctor or nurse talk with you about how your child is feeling, growing, or behaving?	Yes No
Q10	Does your child's personal doctor or nurse understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	Yes No
Q11	Does your child's personal doctor or nurse understand how your child's medical, behavioral or other health conditions affect your family's day-to-day life?	Yes No

Exhibit 2: Global Ratings and Reporting Composites for CAHPS Health Plan Survey 3.0 – Child Commercial Questionnaire (continued)

Child Survey Composites and Items		Response format
Family Centered Care (continued)		
Parents' experiences with shared decisionmaking		
Q43	When decisions were made in the last 12 months, how often did your child's doctors or other health providers offer you choices about your child's health care?	Never, Sometimes, Usually, Always
Q44	When decisions were made in the last 12 months, how often did your child's doctors or other health providers discuss with you the good and bad things about each of the different choices for your child's health care?	Never, Sometimes, Usually, Always
Q45	When decisions were made in the last 12 months, how often did your child's doctors or other health providers ask you to tell them what choices you prefer?	Never, Sometimes, Usually, Always
Q46	When decisions were made in the last 12 months, how often did your child's doctors or other health providers involve you as much as you wanted?	Never, Sometimes, Usually, Always
Parents' experiences with getting needed information about their child's care		
Q39	In the last 12 months, how often did your child's doctors or other health providers make it easy for you to discuss your questions or concerns?	Never, Sometimes, Usually, Always
Q40	In the last 12 months, how often did you get the specific information you needed from your child's doctors and other health providers?	Never, Sometimes, Usually, Always
Q41	In the last 12 months, how often did you have your questions answered by your child's doctors or other health providers?	Never, Sometimes, Usually, Always
Coordination of Care		
Parents' experiences with coordination of their child's care		
Q50	In the last 12 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?	Yes No
Q61	In the last 12 months, did anyone from your child's health plan, doctor's office or clinic help coordinate your child's care among these different providers or services?	Yes No

Note: The Child Commercial Questionnaire includes a total of for global rating items, covering the following topics: health care, health plan, personal doctor or nurse, and specialist. Based on research with consumers, the CAHPS Consortium included only the first two ratings in its sample reports. However, plans, providers, and purchasers may be interested in all four ratings.